

# **CAUTION!**

## **VOICE OVER INTERNET PROTOCOL PHONE USERS CALLING 9-1-1**



**While some Voice over Internet Protocol (VoIP) service providers provide enhanced 9-1-1 (name, address and callback number), not all VoIP service providers have this capability.**

### **WHY IS THIS A PROBLEM?**

**Not all VoIP phone service providers offer access to 9-1-1 emergency services.**

- **Even if the VoIP phone is programmed to call 9-1-1, your call may not route to the correct answering center.**
- **Your call may be directed to a non-emergency number and not given the same priority as a 9-1-1 call.**
- **Your name, address and callback phone number may not be provided to the answering center.**

**Contact your VoIP service provider to find out how 9-1-1 works with their phone service.**

**Before you buy, read the fine print so you understand the 9-1-1 capabilities.**

# CAUTION!

## VOICE OVER INTERNET PROTOCOL PHONE USERS CALLING 9-1-1

A loved one in your home suddenly drops to the floor, unconscious and not breathing.

You pick up the VoIP phone and call 9-1-1. Instead of reaching emergency help, you hear this recording:

**“Stop. You must dial 9-1-1 from another telephone. 9-1-1 is not available from this telephone line. No emergency personnel will be dispatched. Please, hang up and dial 9-1-1 from a different phone.”**

*This message was heard by a teenager who attempted to call 9-1-1 from every VoIP phone in her home as her parents were being shot by intruders.*

Voice over Internet Protocol (VoIP) phone service sends telephone calls over a Broadband connection, such as a Digital Subscriber Line (DSL) or cable. This is viewed as being attractive because:

- A dedicated telephone line to your home is no longer required.
- You no longer have to pay for traditional telephone service.
- You no longer have to pay for long distance service or international calls.

If you are still considering replacing your landline telephone with VoIP (Broadband) phone service, contact your VoIP service provider to find out how 9-1-1 works with their phone service. Ask these three questions:

- 1. Will enhanced 9-1-1 work from this phone?**
- 2. Will my name, address and callback number be automatically provided to the 9-1-1 center?**
- 3. Will my 9-1-1 call be sent to the answering center that responds to emergency calls in my community?**

If your VoIP phone does not provide enhanced 9-1-1 service (name, address and callback number), be sure to inform others – your children, family, babysitters, neighbors and friends – who use your phone that 9-1-1 may not work. Your life or the life of a loved one may depend on this information.

VoIP service providers and the 9-1-1 industry are working hard to ensure that all VoIP telephone service has access to enhanced 9-1-1.

*For more information, contact:*



**WASHINGTON MILITARY DEPARTMENT**  
**Emergency Management Division**  
**ENHANCED 9-1-1 PROGRAM**

1-800-562-6108 or visit our website at: [www.emd.wa.gov](http://www.emd.wa.gov)

JUNE 2005